

**CITY OF CARLSBAD
CLASS SPECIFICATION**

JOB TITLE: COMMUNITY SERVICE OFFICER II

DEPARTMENT: POLICE

BASIC FUNCTION:

Under general supervision, performs a variety of journey-level community service and police related technical duties in the field and in the office; and performs related work as assigned.

DISTINGUISHING CHARACTERISTICS:

Incumbents of the Community Service Officer II class perform a variety of non-sworn, non-hazardous technical duties to relieve sworn officers in the field and in the office. This level is expected to exercise independent judgment and discretion in performing specialized tasks in a more critical or sensitive functional area requiring more in-depth knowledge and/or accountability in processing information. Each position in the series is classified at a level commensurate with the duties and level of responsibilities required of the position. Advancement to the next higher level requires demonstration of competencies and participation in a competitive process.

KEY RESPONSIBILITIES:

Receives and responds to citizen inquiries and requests for police services in person and by telephone;

Relieves sworn police by handling time-consuming calls and giving and receiving information from the public;

Enforces vehicle enforcement program, including but not limited to the following tasks of: marking, citing, tagging and removing vehicles from City streets; issuing parking citations, administering the DUI cost recovery program, signing off on mechanical citations;

Searches for lost children and evidence;

Transports seized, found, lost, abandoned property or evidence, non-injured victims, witnesses, or police personnel;

Conducts security inspections of commercial and residential buildings;

Administers alarm ordinance and invoices for false alarms;

Takes traffic accident reports, including minor injury hit and run accidents;

Investigates minor and non-injury traffic accidents;

Clears roadway and performs traffic control at accident scenes;

Maintains a variety of statistics, police files and logs, including utilizing automated record keeping systems and access to database information, such as ARJIS;

Takes reports of crimes, including some felonies where there are no suspects at the call location;

Prepares a variety of written correspondence, reports, newsletters, pamphlets and other information materials as requested;

Assists with special projects and assignments;

Photographs and fingerprints individuals;

Assists in training staff as assigned

Testifies in court proceedings as required;

Coordinates special Police Department functions, community projects, etc;

Conducts background checks on offenders;

Assists with administering department volunteer programs, neighborhood watch and other crime prevention programs, such as participating in presentations, scheduling activities, providing liaison to participating agencies and groups, and preparing related informational materials;

Performs other related work as assigned.

QUALIFICATIONS:

Knowledge of:

Basic law enforcement organization, activities, terminology, practices and regulations;

General office practices, including operation of standard office equipment and computer terminals;

Record keeping principles and practices;

Basic interviewing methods and principles;

Safe work methods and safety regulations pertaining to the work;

Ability to:

Interpret, apply and explain a variety of ordinances, rules and regulations;

Understand and follow written and oral instructions;

Analyze situations and take effective action;

Write clear and accurate reports;

Perform routine clerical tasks;

Learn methods and techniques related to basic police functions;

Deal tactfully and courteously with employees and the public;

Operate computer terminal keyboards to enter and query information;

Prepare, maintain, file and index a variety of reports, records and other written materials.

EDUCATION AND EXPERIENCE:

Any combination equivalent to the education and experience that could likely provide the required knowledge and abilities is qualifying. A typical background may include:

Equivalent to graduation from high school and two years of responsible experience including substantial public contact related to public safety or experience at a level equivalent to the Community Service Officer I. Additional vocational and/or college level coursework in criminal justice are desirable.

SPECIAL REQUIREMENTS:

Possession of a valid California Drivers' License.

Must pass a detailed background investigation which may include a psychological evaluation.

Must be willing to work overtime, rotating evening, night, weekend and holiday shifts.

PHYSICAL AND ENVIRONMENTAL CONDITIONS:

Depending on the essential duties of the assignment, physical and mental requirements and environment may vary. Specific physical, mental requirements and environment will be specified at the time of hire. Driving a vehicle to deliver persons or materials, and/or to travel to another location is required and will vary as to the frequency depending on the assigned duties.

Police

Salary Schedule

[Carlsbad Police Officers' Association Salary Schedule](#)

Benefits

[City of Carlsbad Police Department Benefits](#)